

1 Now, having described our invention, what we claim is:

2 1. An interactive system for obtaining equipment information, symptoms and
3 service requests from a customer and developing mechanics' work orders for
4 equipment, comprising:

5 interactive input, display and storage means for querying said customer,

6 receiving inputs and storing the provided information;

7 central processing unit means for ordering the successive presentation of

appropriate queries on said display means;

compiling means programmed to utilize Boolean logic compilation

steps to summarize inputs received from said customer and to develop said

work orders; and printing means to print work orders for both said customer

and said mechanics.

2. An interactive system for obtaining vehicle information, symptoms and service
requests from a customer and developing mechanics' work orders for equipment,
comprising:

interactive input, display and storage means for querying said customer,

17 receiving inputs and storing the provided information;

18 central processing unit means for ordering the successive presentation of

19 appropriate queries on said display means;

20 compiling means to summarize inputs received from said customer

21 and to develop said work orders; and printing means to print work orders for

22 both said customer and said mechanics.

1 3. An interactive system for obtaining automobile information, symptoms and
2 service requests from a customer and developing mechanics' work orders for said
3 automobile, comprising:

4 interactive input, display and storage means for querying said customer,
5 receiving inputs and storing the provided information;

6 central processing unit means for ordering the successive presentation of

7 appropriate queries on said display means;

compiling means programmed to utilize Boolean logic compilation steps
to summarize inputs received from said customer and to develop said work
orders; and printing means to print work orders for both said customer
and said mechanics.

4. An interactive system for obtaining automobile information, symptoms and
service requests from a customer and developing mechanics' work orders for
equipment, comprising:

interactive input, display and storage means for querying said customer,

receiving inputs and storing the provided information;

central processing unit means for ordering the successive presentation of

appropriate queries on said display means;

compiling means to summarize inputs received from said customer

and to develop said work orders; and printing means to print work orders for

both said customer and said mechanics.

- 1 5. The systems of Claims 1, 2, 3 or 4 which further comprise input and display
2 means for said mechanic to check and input the status of service or repair
3 work on said equipment, vehicles, or automobiles.
- 4 6. The systems of Claims 1, 2, 3 or 4 which further comprise means for
5 transmitting work order data and completion data to an accounting subsystem
6 for calculation of a bill.
- 7 7. The systems of Claims 1, 2, 3 or 4 which further comprise a data bank of
customers, equipment, vehicles or cars to be serviced and to receive and
maintain the status of service jobs.
8. The systems of Claims 1, 2, 3 or 4 which further comprise interactive
communications means to originate and receive calls to and from said
customers regarding the status of service or repair jobs.
9. The system of Claims 1, 2, 3 or 4 which further comprise interactive
communications means to order repair parts from internal or external sources.
10. The system of Claims 1, 2, 3 or 4 wherein interactive computer monitor screens
identify relevant portions of the equipment, vehicles, or automobiles, their
17 locations therein, and the location and nature of problems relating to the
18 service and repair of the equipment, vehicles or automobiles.
- 19 11. The system of Claim 9 wherein said portions of vehicles comprise engines,
20 transmissions, and two or more drives,
21 heating and air conditioning, brakes, steering and suspension, power
22 accessories and electrical systems.

1 12. The system of Claims 1, 2, 3 or 4 wherein said input means comprise touch-
2 active computer monitor screens and keyboards.

3 13. The system of Claims 1, 2, 3 or 4 which further comprise a database of
4 scheduled and unscheduled periodic maintenance tasks linked to pertinent query
5 screens by hypertext.

6 14. An interactive process of receiving automobile repair and maintenance
customer inputs and developing work orders therefrom, comprising the steps of

querying the customer and receiving inputs regarding the customer and the
automobile ID via preprogrammed computer input/output means;

querying said customer regarding maintenance and/or repairs needed via
said computer input/output means and programmed sets of questions regarding
specified automobile systems;

utilizing Boolean logic steps to compile the requested services and
communicating, printing work orders, apprising the customer and automobile
mechanics of the needed services and/or repairs.

14. An interactive process of receiving equipment repair and maintenance
customer inputs and developing work orders, comprising the steps of

querying the customer and receiving inputs regarding the customer and the
equipment ID via preprogrammed computer input/output means;

querying said customer regarding maintenance and/or repairs needed Via
said computer input/output means and programmed sets of questions regarding the
specified equipment systems;

1 utilizing Boolean logic steps to compile the requested services and
2 communicating, printing work orders, apprising the customer and
3 equipment mechanics of the needed services and/or repairs.

4 15. An interactive process of receiving vehicle repair and maintenance customer
5 inputs and developing work orders, comprising the steps of
6 querying the customer and receiving inputs regarding the customer and
7 the vehicle ID via preprogrammed computer input/output means;
querying said customer regarding maintenance and/or repairs needed
via said computer input/output means and programmed sets of
questions regarding specified vehicle systems; and
compiling the requested services and repairs and printing work orders,
apprising the customer and vehicle mechanics of the needed services
and/or repairs.

16. All inventions taught herein.